

AMONA'E MURPHY

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Professional Profile

- Customer orientation and ability to adapt/respond to different types of characters
- Fantastic Communicator, both verbally and written, who knows how satisfy even the most difficult customers
- Ability to quickly and confidently learn new skills and processes
- Strong attention to detail and problem solving skills
- Knowledge of computer basics, Google docs, Word, Excel, etc

Work Experience

September 2017 - Present **Work Coordination Assistant**, San Francisco Day Labor Program and Women's Collective, San Francisco, CA

- Receive calls, providing exceptional listening skills to determine the nature of their call in order to clearly and precisely address their inquiries in a professional services
- Provide customers with product and service information
- Manage upset customers, and Handled customer problems, inquiries and complaints
- Following up with customers regularly regarding services they scheduled an who will arrive
- Create Google excel spreadsheets to track Membership Dues on a Monthly Basis
- Multi tasked in a high volume, high stress environment

June 2017 - August 2017 **Cashier & Barista**, Target/Starbucks, San Francisco, CA

- Received payment by cash, check, credit cards, voucher or automatic debits
- Issue receipts, refunds, credits, or change due to customers
- Assisted customers by providing information and resolving their complaints
- Established or identify prices of goods tabulate bills using calculators, cash registers, optical price scanners
- Greeted customers entering established
- Prepared/served hot or cold beverages, such as coffee, espresso drinks blending coffees, or teas
- Took customers orders and conveyed them to other employees for preparation
- Cleaned/sanitized work areas, utensils or equipment
- Described menu items to customers or made suggestion on products that might appeal customer

March 2014 - June 2017 **Dog Walker**, Self Employed, San Francisco, CA

- Picked up and dropped off dogs from their homes
- Ensured esch dog is getting exercise and potty breaks
- Walked dogs outdoors in all weather conditions
- Provided refresh water, wipe paws and gave treats
- Communicated with clients and managed your own schedule via phone, email and text message

June 2013 - April 2015 **Customer Service Representative**, J.Sytsle, San Francisco, CA

- Conferred with customers by telephone or in person to provide information about products or services, take or enter order, cancel accounts, or obtain details of complains
- Checked to ensure that appropriate changes were made to resolve customers problems
- Resolved customers service or billing complaints by performing activities such as exchanging merchandise refunding money, or adjusting bills
- Completed contract forms, prepare changes of address records, or issue service discontinuance

Education

August 2014 - January 2015 **City College of San Francisco**, San Francisco CA

